

Minutes of the Healthwatch Sefton Steering Group meeting.
Held Tuesday 13th October 2020. 10:30.
Virtual meeting using the platform Zoom.

ATTENDEES:

Chair:

Maureen Kelly (MK)
Bill Bruce (BB)

Chair
Chair (observing)

Locality Representatives:

Collette Bell (CB)
Anne Major (AM)
Maurice Byrne (MB)
Jennie Meehan (JM)
Brian Clark (BC)

Locality representative - Netherton
Locality representative - Central Southport
Locality representative - Maghull
Locality representative - Bootle
Locality representative - Ainsdale & Birkdale

Organisational Representatives:

Roger Hutchings (RH)
Will Mullen (WM)
Joanne English (JE)
Clare Johnston (CJ)
Marion Hepworth (MH)
Yael Smith (YS)
Laura Halewood (LH)
Michaela McDermott (MM)
Karen Christie (KC)
Ellie Egerton-White (EEW)

Co-opted (Social Care)
Transforming Care Partnership Board
Transforming Care Partnership Board
Sefton Carers Voice
Sefton Partnership for Older Citizens
Sefton Parent Carer Forum
Sefton Parent Carer Forum
Sefton Parent Carer Forum
Health & Social Care Forum
Sefton Young Advisors.

Apologies:

Sharon Cotterall (SC)
Kevin Halewood (KH)
Louise Doran (LD)
Brian Causey (BC)

Every Child Matters Forum
Locality representative – Crosby
Locality representative – North Southport
Sefton Carers Independent Action group.

Staff Team:

Diane Blair (DB)
Marguerite Partington (MP)
Wendy Andersen (WA)
Dawn Thomas (DT)

Manager
Engagement & Participation Officer
Engagement & Participation manager
Signposting, Information & Administration officer



1. Welcome, introductions & apologies

MK welcomed all members. Introductions and apologies were made. MK asked all members to introduce themselves again if asking a question. With the meeting being held virtually, members were asked to indicate when they would like to join the conversation and DT would inform the chair. MK also reminded members about adhering to the steering group kindness and respect charter.

2. Declaration of Interests (in line with agenda items or changes), including Code of Conduct reminder.

No declarations of interests were made.

3. Minutes from the previous meeting for approval.

Minutes from the meeting which took place on the 13th October 2020 were agreed with the following changes:

Page 9: 8. Report authorisation: Enter and View visit to St Josephs Hospice.
Point 5 to be changed to read as follows: AM also added that including healthcare assistants in briefings should be routine as they are an integral part of any nursing team. It therefore surprised her that this practice had been implemented so recently.

Page 11: the name 'Brice' to be changed to 'Bruce'.

4. Matters Arising action plan

The following matters arising which were not already on the agenda were discussed.

Walton Centre Foundation Trust Governor role – WA had discussed the role with Barbara Strong, Lead Governor. It was agreed that the seat on the trust's 'Patient Experience Group' was the most beneficial and influential to have. Members noted this decision.

Flu vaccination – formal response to enquiries – the response had been shared with members via email. WA shared that when the update had been discussed at the Community Champion meeting, the minutes from the meeting



had been shared with the commissioner, and followed up with a telephone call and they had been agreed as accurate.

MB shared that in Maghull, GP practices were rolling this out differently, one method being the use of the 'town hall'. It was slow in parts and pharmacies have no spaces left.

YS explained how concerns had been raised with the forum about those children who were immune deficient and it being a live vaccine. **Action:** concerns from parents to be shared with the public health team.

CJ shared that a number of carer's continued to be informed that they were not eligible. WA had picked up the issue with commissioners. It could be that some GP practices are prioritising certain groups.

Task & Finish group: impact of Covid-19 on care homes – the first meeting has been scheduled for 20th October 2020, at 10:30.

Southport & Ormskirk Hospital NHS Trust: A & E Listening Event report – the response has still not been received. The Trust has agreed to send the response back by the end of the month.

Supported Living – the letter which has been sent to Sefton MBC (Alisa Nile, Head of Service) has been shared with members.

Social care assessments – it has been agreed that a session will be held with Alisa Nile, Head of Service, Sefton MBC.

SEND online return to school session – the session had been held on Thursday 8th October. Attendance had not been great but those on the call had found it really useful. The forum has shared positive feedback about the event and they are asking their members if they would benefit from a further session.

Task & Finish Group: review of the community continence service – there has been a discussion with Lancashire & Cumbria NHS Foundation trust and



commissioners who are reviewing the Healthwatch draft survey to ensure it will pick up information which will be useful to review the service.

Early onset Dementia services – following the response from Mersey Care NHS Foundation Trust, a letter has been drafted to send to commissioners and this has been shared with the manager of Sefton's Alzheimer's Society and Cllr Cummins to add in their comments and approve the joint letter.

Southport & Ormskirk Hospital NHS Trust: Ophthalmology feedback report - the response has still not been received. The Trust has agreed to send the responses back by the end of the month.

Dentistry Watch – members have shared their comments on the survey and the survey will now be reviewed.

5. Local update on Coronavirus (and outbreak management plan)

RH provided an overview on this area. The papers received for this meeting are encrypted and are not to be shared with the public. It was noted that Sefton as part of the City Region had been placed in 'Tier 3' restrictions. There has been a dramatic rise in the number of cases per 100,000, particularly during week commencing 3rd October. At the 11th October, there were 5000 cases in Sefton. There are concerns about care homes and schools. There are local pressures in our hospitals and there are high levels of staff absenteeism. The information Healthwatch gains from attending the meeting is confidential but RH shares updates directly with DB. MB commented that he finds that how information is presented, takes away some of the understanding, particularly the per 100,000 rate. It would be easier to understand a per 1000 rate. This would help with local context. RH explained how there are differences across the borough, for example there are high rates within the Linacre ward. BB whilst understanding the issue regarding the sensitivity of the data shared at the meeting, had concerns about data being unnecessarily being labelled confidential given our community role. It is important to always ask why information is restricted in this way.



6. Work Plan update

The work plan had been reviewed by members prior to the meeting and updates/achievements over the previous month were noted alongside any issues for resolution or escalation. The following issues were raised:

Strengthening and Supporting Patient Participation Groups (PPGs):

- WA had attended a meeting to discuss the formation of the steering group. Membership will include members of the public, community champion members and locality representatives.
- The Clinical Commissioning Groups have developed fantastic support packs that will support both practice managers and patients who become members.
- In our work with Healthwatch England, they have asked if the support packs can be shared. This has been agreed once the final versions are available.

Community services.

- DB updated members on the recent issue relating to the disruption to the Roche chain supply which was affecting local Phlebotomy services. A decision had been taken across Liverpool and south Sefton to cancel any blood tests planned, this being reviewed on a day by day basis as there was no guarantee that bloods would be processed by the labs. This then changed to non urgent blood tests being cancelled.
- Mersey Care NHS Foundation trust and the commissioner have been great in ensuring Healthwatch has received timely daily updates.
- MH shared information about an issue which had come up through the 'Older Peoples' forums. The results from blood tests are not being sent through to the hospital prior to appointments. Dil Daly, the lay representative for NHS Southport & Formby Clinical Commissioning Groups is picking this up.
- MB shared that a member of his family had recently had a blood test and had booked this online. It worked well but communication doesn't always work.



- AM explained that the Phlebotomy services in the north of the borough seemed to be ok and had received feedback from others that the service was accessible.
- BC commented on podiatry services and that access to the service had been resumed by Lancashire & Cumbria Care NHS Foundation trust. MP also shared that the Trust had agreed to keep Healthwatch updated and that there would be an update at the next Southport & Formby Community Champion meeting.
- BB felt that the lack of access to services and the gap in access which had taken place due to COVID-19, would have a significant impact. How are illnesses being picked up?

Hospital Discharge work

- The webinar to discuss the findings could not be attended as it clashed with todays meeting.
- Update has been received that the report will shortly be published.

7. Update on 'areas of Interest action plan.

Air Quality

- RH provided an update. The impacts of the Government imposed restrictions on movement and activity to manage and reduce the impacts of the Covid 19 pandemic are believed to have had a significant effect on traffic levels and associated levels of air pollution. Data from some key roads and the automatic monitoring stations in south Sefton have been compiled to demonstrate the impact in the Borough. Prior to the COVID-19 pandemic the local levels of Nitrogen Dioxide were exceeding national levels.
- **Action:** it was agreed that Healthwatch should frame some questions relating to air quality, including the impact of traffic levels on air pollution and share them in a formal letter to the Sefton Cabinet and the local public health department.
- WA had raised the issue with south & central community champions and to date had received 3 responses, 2 being negative. The development of the new road is of local concern.



- **Action:** It was agreed that once a formal response has been received to Healthwatch concerns, maybe a focus for a future champion meeting could be air quality with guest speakers being invited to attend.

Personal Health Budgets

- MP updated members on the presentation which had been given at the last Southport & Formby Community Champion meeting. They had shared updates on COVID-19 related issues and how there was a focus on the use of budgets for children.
- YS explained that families don't know if they qualify and don't know if they would be eligible. There is work in progress to look at this. MP explained how there is a team at Sefton Carers Centre who would be able to help.
- MB explained how he is aware that the unawareness and eligibility issue also relates to adults. Some adults are eligible but have not been aware. More information is needed to support people. People are not aware of their rights.
- Members agreed that this issue needs to remain on the plan. MK agreed and felt it should be recorded that locally the process needs to be promoted more. MK asked members if a 'Did you Know?' column would help. **Action:** DB to raise this issue with Louise Malone, Communications officer.

Lost dentures in local hospitals.

- DB had posted on the Healthwatch Facebook Workplace group to enquire if any NHS trusts across England had a specific policy. Responses to date had been 'Lost property policies' rather than a denture specific policy.
- **Action:** It was agreed that Healthwatch draft a letter to local hospitals to ask them to consider the need for a specific policy and operating procedure in relation to dentures.

Changes to the car park system on the Aintree university Hospital site – issues affecting the Walton Centre.

- WA had gained an update. The issues regarding parking have eased due to the numbers of cars/ patients/staff on site. The trust has noted a reduced number of comments/concerns raised.



- With regards to the pay station, this had yet to be moved. Paula Bamber, Head of Estates & Facilities had confirmed that it was in the pipeline and that they were liaising with the Aintree site. The machine will be located in the inner lobby of the Sid Watkins centre.

Concerns relating to the commissioned Dermatology service – DMC Healthcare.

- A letter detailing the reviews and feedback gathered has been shared with NHS Southport & Formby Clinical Commissioning Group. A response has been requested and the letter has been acknowledged by the commissioner.

Review of local provider Transgender policies and practice.

- Responses have been provided.
- Southport & Ormskirk Hospital NHS Trust: the trust is a member of the Transgender Best Practice Task and Finish group. This group consists of all NHS Merseyside equality leads, commissioners and other partners including Navajo. They are working to ensure and develop a fit for purpose transgender policy for staff and patients.
- Liverpool University Hospitals NHS Foundation Trust: previously Aintree had a gender re-assignment patient care standard operating procedure, with the Royal Liverpool hospital not having anything in place. The procedure is currently being updated and there will also be a supporting staff policy.

Equality issues at Southport & Ormskirk Hospital NHS Trust

- A reminder had been sent to the equalities lead, Robert Davies and a response was received by email yesterday. Update will be provided at the next meeting.

NHS 111 First, NHS Clinical Commissioning Group merger and community services for Southport & Formby had all been added to the action plan.

The 'Shaping Care Together' engagement had also been added to the plan and the first meeting of the 'Communications & Engagement' steering group



on the 6th October. DB is attending the meetings on behalf of Healthwatch Sefton and there will be more to update on at the next meeting.

Update on criteria based clinical treatments consultation – MH had no update to share with members.

8. Impact of COVID-19: Report detailing the impact on local residents supported by our community champion networks.

Members had received the report for review and MK asked if there were any questions or comments:

- MK shared that in reading the report, there was an obvious gap in membership to the networks from organisations which represent neurology, spinal and brain injuries. There is a need to fill this gap. For example, 'The Brain Charity' could be contacted.
- MK felt that another under represented area is the BAME community. DB explained that this is already on the work plan for WA and MP to pick up.
- AM reminded members of the approx. 150 asylum seekers who were being supported in a hotel in Southport and asked how we would know if they were receiving the right care and treatment.
- RH explained that the care and treatment of those asylum seekers had been discussed at a previous meeting of the COVID management group. There had been concerns about food and how a number had been subject to abuse by far right groups.
- RH also updated members on the working party which the Overview & Scrutiny Committee have set up which will focus on the mental health impact of COVID. This will include the long term effects of isolation.

The report was noted and will be used for future reference.

9. Emerging themes

Issues from the Southport & Formby Community Champion network –

- Track & trace systems
- Transport to local hospitals
- Carers attending hospital appointments



- COVID testing services for outpatient appointments
- Diagnosis assessment problems and delays for a range of health conditions due to COVID-19.
- Continuity of care for individuals with a Learning Disability or Asperger's.
- There are also issues relating to long waiting times (3 years) for Asperger's diagnosis.

Issues from the south & central Community Champion network –

- Asperger's – long waits (3 years) for diagnosis.
- Dementia – people struggling for a diagnosis
- Flu Vaccine – lack of communication.
- Public health – it was felt that Sefton did not have a strong enough presence in the media as Liverpool has. RH shared that Margaret Jones, Interim Director of Public Health has been interviewed many times but agreed that Liverpool had more coverage. More local media updates are starting to be shared.
- Other issues include how physiotherapy services are being provided during lockdown, use of e-consult and also the continuing long waiting times to receive support from Access Sefton.

10. Any Other Business

Update on Ormskirk General District Hospital Pediatric Accident & Emergency Department.

- DB provided an update. The children's A & E at Ormskirk hospital closed overnight on Monday 6th April at the height of the COVID -19 pandemic. The decision to temporarily close the department between 10am and 8am was made because they could no longer maintain safe and consistent medical cover.
- From Monday 19th October, new rosters will come into effect, with the department opening 8am until midnight. By increasing opening times for 2 hours, they will see approximately 50% of the patients affected by current service changes.
- A review will take place in January 2021 to assess the impact of the pandemic on the service with a view to returning to 24/7 operations.



- Alder Hey has confirmed formal support in regards to the new proposed working arrangements and processes will continue in regard to redirecting ambulance patients to Alder Hey for the hours the department is temporarily closed.

Patient Led Assessments.

- MB explained how the assessments (known as PLACE) that he undertakes alongside BC for Mersey Care NHS Foundation Trust will not be taking place until next year.

Future meetings of the steering group.

- DB thanked members for sharing their availability. From reviewing all of the responses, Tuesday mornings, Wednesday afternoons and Friday mornings were the most popular.
- Early evening meetings had not been popular but MB thought that some meetings should be held to support those who work.
- MM asked what time afternoon meetings would start, this to be decided.
- It was agreed to hold the next meeting on a different day and to review the days again with the membership.

11. Items for information.

- MK noted the South & Central Community Champion notes from their meeting held on the 21st July. Members noted the update.

A thank you to Maureen Kelly.

- At this point in the meeting, Louise Malone, Healthwatch Sefton Communications Officer and Sarah Oldnall, previous Locality Representative for Bootle joined the meeting.
- This was the last meeting which MK would chair and members presented her with a personalised newsletter showcasing the work she had achieved and well wishes from a number of key stakeholders. A farewell card was also presented which included messages from stakeholders, Healthwatch members and staff.



- MK thanked everyone at the meeting and shared that she was overwhelmed as there had been no need to thank her. MK shared how she had enjoyed volunteering in the role and would continue to work with Healthwatch so it wasn't the end of her work with everyone.

Attendance Tracker

Name / Representing	July 2020	Sept 2020	Oct 2020
Maureen Kelly - Chair	✓	✓	✓
Bill Bruce – Chair	—	—	✓
Louise Doran. Locality representative: North Southport	Vacant	x	x
Anne Major. Locality representative: Central Southport	Vacant	✓	✓
Brian Clark OBE. Locality representative: Ainsdale & Birkdale	Vacant	✓	✓
Locality representative: Formby	Vacant	Vacant	Vacant
Locality representative: Hightown & Ince Blundell	Vacant	Vacant	Vacant
Kevin Halewood: Locality representative: Crosby	Vacant	x	x
Locality representative: Seaforth & Litherland	Vacant	Vacant	Vacant
Jennie Meehan: Locality representative: Bootle	Vacant	✓	✓
Collette Bell: Locality representative: Netherton	Vacant	✓	✓
Maurice Byrne: Locality representative: Maghull	Vacant	✓	✓
Karen Christie - Health and Social Care Forum	✓	✓	✓
Yael Smith- Every Child Matters Forum/ Sefton Parent Carer Forum	✓	✓	✓
Sefton Equalities Network	Vacant	Vacant	Vacant
Roger Hutchings - Co-opted. Adult Social Care.	✓	✓	✓
Marion Hepworth Sefton Partnership for Older Citizens	✓	✓	✓



Brian Causey: Sefton Carers Independent Action Group	x	x	x
Clare Johnston – Carers Voice	✓	✓	✓
Ellie Egerton- White - Sefton Young Advisors	Vacant	Vacant	✓
Transforming Care Partnership Board Will Mullen and Joanne English	✓	✓	✓
Sharon Cotterall – Every Child Matters Forum	x	x	x

